OPEN AND EFFECTIVE GOVERNMENT

Ensure sound fiscal management and transparency, promote effective, customer-driven services, and foster active citizen engagement in City government.

Summary

- New Orleans citizens expect their government to be responsive, and to run efficiently and effectively.

- They expect to be consulted regularly, and to have adequate information to understand the options available to City leaders and the choices made.

- When governments invite citizens to apply their imagination and creativity toward developing innovative uses of public data, the results are openness, transparency and innovation.

Result Map is attached, showing what factors influence this result.

Outcome Measures that best indicate that the results are being achieved (maximum 3 outcome measures)

- Citizen perception of trust in government as measured with customer surveys and related data
- Efficiency and effectiveness measured by the number of process improvement projects across City government that improve results and/or save money
- Number of audit findings

Budget Strategies *(The Results Team is seeking budget offers to…)*

1. Strengthen effective and open government
2. Improve revenue collection
3. Manage City resources with integrity and accountability
4. Implement process improvement projects to improve results and save money
5. Leverage technology to improve customer service
6. Reconnect citizens with their government by clearly communicating what they get in return for their tax dollars
7. Increase customer satisfaction and citizen confidence in government by improving internal and external communications and operations
8. Rightsize the number of City facilities
9. Regularly consult with citizens on City policies and operations

> **Budget offers will be evaluated in the context of the Mayor's values with emphasis on:**
> - Achieving Results
> - Measurable Indicators
> - Collaboration
> - Customer-focus
> - Efficiency and Cost Effectiveness
> - Research or Evidence-based Practices